

**County of Los Angeles – Department of Mental Health
Service Area 3**

Quality Improvement Committee Meeting

August 21, 2013

9:30 – 11:30 am

AGENDA

- | | | |
|-----|---|-------------------|
| I | Welcome and Introductions | Bertrand Levesque |
| II | Review of the Minutes | Bertrand Levesque |
| III | Patients Right Office –Change of Provider | Bertrand Levesque |

Quality Improvement

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| I | Cultural Competency | Elizabeth Owens |
| II | Test Calls Project | Mary Crosby |
| III | Notice of Action | Elizabeth Owens |

Quality Assurance

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|------|---------------------------------------|-------------------|
| I | Katie A | Bertrand Levesque |
| II | ICC/IHBS Implementation | Bertrand Levesque |
| III | Renewal of 1915(b) Waiver | Bertrand Levesque |
| IV | DSM V | Bertrand Levesque |
| V | Training | Robin Washington |
| VI | Medi-cal Required Informing Materials | Bertrand Levesque |
| VII | IBHIS Integration Testing | Bertrand Levesque |
| VIII | Recertification | Bertrand Levesque |

Other Issues

- | | | |
|-----|------------------------|-------------------|
| I | Audit | Bertrand Levesque |
| II | Announcement | Members |
| III | Sign-In Sheet Reminder | Bertrand Levesque |
| IV | Adjournment | Bertrand Levesque |

**Next Meeting: September 18, 2013 @Enki, 3208 Rosemead Blvd,
2nd Floor, El Monte, Ca. 91731**

PLEASE PARK AT THE LOWER LEVEL – PARKING LOT

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
Service Area 3
Quality Improvement Committee Meeting
August 21, 2013

Misty Aronoff	Alma Family	Ari Winata	Hillsides
Judy Law	Alma Family	Gerry Bonilla	Homes for Life
Laura Solis	Almansor MH	Poonam Natha	Leroy Haynes Center
Sharon Scott	Arcadia MH	Jeanette Valdez	Maryvale
John Fears	Arcadia MH	Karla Martinez	Maryvale
Lucia Lopez-Plunkett	Bienvenidos	Gabriela Rhodes	McKinley Children's Ctr
Mark Rodriguez	Bridges	Richard Gomez	McKinley Children's Ctr
Leslie Shrager	Children's Bureau	Rhiannon De Carlo	Pacific Clinics
Hanh Truong	Crittenton	Claudia Williams	Prototypes I-Can
Paula Randle	Crittenton	Jennifer Nicole Lomas	PUSD
Bertrand Levesque	DMH	Elaine (Carol) Lomas	PUSD
Mary Crosby	DMH	Arease Wheeler	Rosemary
Claudia Fierro	DMH	Rebecca deKeyser	San Gab. Children's Ctr
Elizabeth Townsend	DMH	Rose Kosyan	SPIRITT
Greg Tchakmakjian	DMH	Cindy Longoria	SPIRITT
Nancy Uberto	D'Veal	Stephanie Schneider	The Family Center
Michelle Hernandez	ENKI	Elizabeth Owens	Tri-City MH
Windy Luna-Perez	Etti Lee Homes	Luis Garcia	Tri-City MH
Karen Sammon	Five Acres	Natalie Stewart	Tri-City MH
Gassia Ekizian	Foothill Family	Lisa Tran	Tri-City MH
Kameelah Wilkerson	Hathaway	Jason Herrera	Trinity
Stella Tam	Heritage Clinic	Sandra Espinoza	Trinity

WELCOME

Bertrand Levesque welcomed the group, followed by self introductions.

MHSIP SURVEY TRAINING – Dr. Timothy Beyer

Dr. Beyer presented Survey Training for 2013 MSHIP Data Collection. (Please see PowerPoint Slide Handout for more details).

REVIEW OF THE MINUTES

The minutes were reviewed and accepted with one correction. Leslie Shrager from the Children's Bureau was present at previous meeting. The minutes were accepted by Elaine Lomas, and seconded by Karen Sammon.

PATIENTS RIGHTS OFFICE – CHANGE OF PROVIDER

Reports were circulated and reviewed by attendees.

QUALITY IMPROVEMENT

Cultural Competency – Latest meeting was held on July 14, 2013. Topics included: Panel for CDRP report, Cultural Competency Column in e-news, and Spirituality. Additionally, it was announced that there will be an "Adolescents Rights of Passage" Training held at the California Endowment on September 24, 2013 from 9-11am.

Cultural Competency Meetings are held:
Every 2nd Wednesday of the month
Next Meeting: July 10, 2013, 1:30pm – 3:--30pm
Location Change: 550 Vermont, 10th floor

Contact: Sandra Chang-Ptasinski
(213) 251-6851
schang@dmh.lacounty.gov

Test Calls Project – Mary Crosby

Test Calls Project is completed and was successful. Please mail in any outstanding test call forms to the 695 Vermont LADMH Building.

Notice of Action – There has been an addition made to bottom of page 1 on the Notice of Action (NOA). Issuer of the NOA must check box/sign, indicating that beneficiary has received a copy of the following:

- The front and back page of the NOA-A
- A copy of the Grievance and Appeal Procedures - A Consumer Guide
- A copy of the LACDMH Medi-Cal Specialty Mental Health Services Provider Manual, 4th Ed., July 2009, Section XVI, P. 1)

Additionally, A Provider Directory must be offered to consumers who are given a NOA. Provider Directories can be found on the following website: <http://psbqi.dm.lacounty.gov> (See Hand Out).

QUALITY ASSURANCE

Katie A – There are three covered Specialty Mental Health Services for children/youth who are members of a class of children called the “Katie A. Subclass”: Intensive Care Coordination (ICC), Intensive Home Based Services (IHBS), and Therapeutic Foster Care (TFC). (See Quality Assurance Bulletin 13-04 for more information).

ICC/IHBS Implementation – Documentation of claims for members under the “Katie A. Subclass” must specify the intensity of and necessity for services. For Targeted Case Management (TCM), documentation must reflect the process of TCM. “: Intensive Care Coordination (ICC) should be claimed using T1017HK; Intensive Home Based Services (IHBS) should be claimed using H2015HK. (See Quality Assurance Bulletin 13-04 for more information).

Renewal of 1915(b) Waiver – Freedom of choice waiver renewal was requested. There will be an increase in oversight to make sure MHPs show improvement across various areas. This oversight will be incorporated into the audit process. Please look for a bulletin on this soon.

DSM V – LACDMH will stay with DSM IV TR for now until further direction is provided from the State.

Training – There will be a Basic Documentation Training on August 28th from 9:00am – 4:00pm at the MLK Center for Public Health.

Medi-Cal Required Informing Materials – There will be a Bulletin coming soon on the agency requirements for implementing an *Acknowledgement of receiving the Medi-Cal Required Informing Materials*. Agencies will need to complete an acknowledgement of providing these materials to each consumer. This acknowledgment will need to be filed with the clinical record.

IBHIS Integration Testing – In the internal trials for IBHIS, there were some glitches found with NPI, and certain names (i.e. names with hyphens, etc.). The glitches have been addressed, and more information on this will follow as necessary.

Recertification – You must inform your District Chief of any changes that are made to your Agency (i.e. address, phone number, services, location, building modification, etc.). There are too many changes occurring without proper prior notification, which affects the recertification process.

OTHER ISSUES

Audit – The Auditor Controller will be auditing The Whole Child on September 17, 2013, and The Hispanic Commission on October 1, 2013.

Adjournment – Meeting was adjourned at 11:30am

Minutes recorded by: Natalie Majors-Stewart
Quality Improvement Committee

Minutes approved by: Bertrand Levesque, Gassia Ekizian, Elizabeth Owens
Quality Improvement Committee

Next Meeting:

The next meeting will be September 18, 2013 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731. Telephone: (626) 227-7014.